

Approving the above noted preceeding would be a detriment to all DSL subscribers because smaller ISP's would be crushed out of the market place and eliminate the consumers ability to choose a better DSL provider. I do not want to subscribe with a large service provider who treats me like just another account number and ignores my interaction with their customer service departments by placing me on hold for a lifetime or ignores e-mail to customer support mail addresses.

My current ISP \*cares\* about the \*\*quality\*\* of service they provide and offers services \*\*not available\*\* with the large corporate DSL providers. I see no 'value add' in running the small business guy out of the market so I have one choice instead of several.

I won't subscribe to SBC/Yahoo! DSL, Covad, or SBC services offered in my area. Their customer support is TERRIBLE and continues to get worse each year. If these are my only choices in the future, then I guess the internet can be tossed aside as "not a necessity". Who wants to PAY for terrible service? We already get that with cellular service in the San Jose area, no need to add another headache on the pile of crappy companies.

Regulation is needed to preserve what little hope we have of getting something for our dollar instead of being placed on a never-ending automated phone queue (a staple of large corporations like SBC/Yahoo! DSL service).

Regards.